

What else do I need to know after I file a complaint?

- ▶ Your child will continue to receive the early intervention services you have agreed to, while ITEIP investigates the complaint. Other children involved in the complaint will also receive the services their parents agreed to.
- ▶ You may provide additional information, either orally or in writing, while ITEIP investigates the complaint.
- ▶ You may try to address your concerns in other ways, even after you file a Citizen's Complaint.

What other ways are available to address my concerns?

- ▶ **Mediation:** a meeting with a neutral person (a mediator) to talk about the problem and try to come up with a solution that is acceptable to the parents/family and the agency(s).
- ▶ **Administrative Hearing:** a formal process with a neutral person (a hearing officer) who listens to the parents/family and the agency(s) and decides who is right and how to resolve the problem.

If you make a Citizen's Complaint and also request an Administrative Hearing about the same issues, ITEIP will have to wait for the results of the hearing before it investigates the complaint.

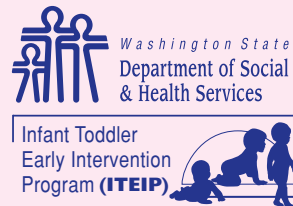
For more information contact:

The Washington State
Infant Toddler Early
Intervention Program

(360) 725-3500 Voice
(360) 725-3523 FAX

PO Box 45201 • Olympia WA 98504-5201
Website address:
<http://www.dshs.wa.gov/iteip/>

Discrimination is prohibited in all programs and activities. No one shall be excluded on the basis of race, color, religion, creed, national origin, gender, age or handicap.



DSHS 22-535(X) (Rev. 12/09)

Citizen's Complaint Process

FOR EARLY INTERVENTION SERVICES

*Washington State Infant Toddler
Early Intervention Program*

*For Parents of Infants and
Toddlers Birth to Three With
Disabilities* **IDEA PART C**



Procedural Safeguards Under the Individuals
with Disabilities Education Act, (IDEA), Part C
Washington State Department of Social and Health Services

What is a Citizen's Complaint?

A Citizen's Complaint is an important way for parents and others to get help when they feel an agency or service provider is violating the Individuals with Disabilities Education Act (IDEA), Part C, the program for infants and toddlers with disabilities. You can file a complaint about any violation of this law, its policies or its procedures. You can file a complaint about your child or a group of children.

What is the program for infants and toddlers with disabilities?

This program provides services to infants and toddlers, age birth to three (and their families), who need early intervention services due to a developmental delay or a diagnosed physical or mental condition with a high probability of resulting in a developmental delay.



How do you file a complaint?

To file a complaint, a parent, another person or an organization must send a letter to the Infant Toddler Early Intervention Program (ITEIP). The letter must state:

- 1) Who violated the law, policy or procedure: the name of the agency or early intervention service provider or contractor.
- 2) What happened: the facts that caused you to make the complaint.
- 3) When the violation happened: you can only make a complaint about something that happened during the last year, unless the violation is still happening or you are asking for reimbursement or some action to correct a violation that happened within the last three years.
- 4) Who is making the complaint: your signature.

Send the written complaint to:

**Department of Social and Health Services
Infant Toddler Early Intervention Program
P.O. Box 45201
Olympia, Washington 98504-5201**

What happens next?

ITEIP will do several things when it receives your complaint:

- 1) Send you information about your rights, including different ways to resolve your complaint.
- 2) Meet with you (the person making the complaint).
- 3) Visit the agency or service provider involved to investigate the complaint, if ITEIP decides that is necessary.
- 4) Review all the information about your complaint and make an independent decision.
- 5) Send you a written final decision within 60 calendar days, and make sure the decision is followed.
- 6) If ITEIP finds that your child or other children did not receive appropriate services, ITEIP will find a way to compensate for that and make sure your child, and all infants and toddlers with disabilities, receive appropriate services in the future.

